

F.No.1/19/2021/G-II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOGE)
Dholpur House, Shahjahan Road,
New Delhi -110069.

NOTICE INVITING TENDER

To _____

Dear Sir,

UPSC intends to conduct Stenography Test on Computers for about 900 candidates annually at Delhi Centre. Accordingly, online bids are invited from vendors with proven record & experience in the conduct of Stenography Test in both English & Hindi on computers strictly in accordance with the Scope of Work as specified in Annexure-I to this document. Manual bids shall not be accepted.

Tender documents may be downloaded from UPSC website www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE- SHEET** as under:

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	23.11.2021
Document Download Start Date	23.11.2021 (1800 hrs)
Bid Submission Start Date	23.11.2021 (1800 hrs)
Bid Submission End Date	07.12.2021 (1200 hrs)
Clarification Start Date	23.11.2021 (1800 hrs)
Clarification End Date	29.11.2021 (1700 hrs)
Date & Time for Opening of Technical Bids	08.12.2021 (1200 hrs)
Earnest Money Deposit (EMD)	Rs. 43,000/- (Rupees Forty Three Thousand only)

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.'

Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.

GENERAL TERMS AND CONDITIONS

1. PROCEDURE OF SUBMISSION OF BID

Bid should be submitted through **Central Public Procurement Portal (e-procurement)** only. The tender shall be submitted online in two parts, viz., Technical Bid and Price Bid.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard. The hard copy of original instruments of Earnest Money Deposit (EMD) of Rs. 43,000/- in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be dropped into the Tender Box at Reception, Gate 'C' of UPSC, Dholpur House, Shahjahan Road, New Delhi-110069 on or before the last date/time of submission of online bids as mentioned in Critical Date Sheet.

(a) TECHNICAL BID

The following documents are to be furnished by the bidder along with the Technical Bid as per the tender document:-

- (i) Signed scanned copy of Earnest Money Deposit (EMD) amounting to Rs.43,000/;
- (ii) Signed scanned copies of PAN card & GST Registration certificate;
- (iii) Signed scanned copies of I.T. returns of the firm for the years 2018-19, 2019-20 and 2020-21;
- (iv) Signed scanned copies of Audited Balance Sheets for the years 2018-19, 2019-20 and 2020-21;
- (v) Signed scanned copy of Certificate of Incorporation of the company;
- (vi) Signed scanned copies of work orders and completion certificates thereof of Stenography Tests conducted by the bidder during the last three years;
- (vii) Signed scanned copies of ISO 9001 or ISO 27001;
- (viii) Signed scanned copy of Compliance Report (as at Annexure-II) w.r.t. Scope of Work;
- (ix) Signed scanned copy of Certificate (as at Annexure-III) duly signed by the authorized signatory;
- (x) Signed scanned copies of Certificates prescribed under Clause 32 of the NIT;
- (xi) Signed scanned copies of all supporting documents as per checklist (Annexure-V).

(b) PRICE BID

- a.) The bidder will submit its rates in **BOQ (.xls)** format in accordance with the proforma for Price Schedule prescribed at **Annexure-IV**.
- b.) Rates should be quoted exclusive of taxes. Taxes, if any, should be mentioned separately in the Price Schedule.
- c.) The quoted prices should be valid for 180 days from the date of opening of the tender.
- d.) The rates shall remain firm during the validity of the contract.
- e.) Incomplete or inconclusive price bids will be summarily rejected.

2. EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) amounting to **Rs. 43,000/- (Rupees Forty Three Thousand only)** shall be deposited in the form of Demand Draft/ Pay Order/ FDR from any Nationalized or Commercial Bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, firms registered at NSIC/DGS&D and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- i. The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- ii. The EMD shall be scanned and uploaded to the e-tendering website within the period of tender submission and original should be deposited in UPSC.
- iii. The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

3. PERFORMANCE SECURITY

- i. Within 10 (Ten) days from the date of issue of Letter of Intent or within such extended time as may be granted by UPSC in writing, the contractor shall submit to UPSC an irrevocable Performance Security in the form of Demand Draft/Pay Order/Bank Guarantee/FDR from any Nationalized or Commercial Bank @ **5%** of the annual contract value drawn in favour of Secretary, UPSC, payable at Delhi for the due and proper execution of the Contract.
- ii. The Performance Security shall be initially valid up to 90 days beyond the stipulated date of completion of contract. In case the time for completion of works gets extended, the contractor shall get the validity of Performance Security extended to cover such extended time for completion of work. The Commission would retain the Performance Security till satisfactory completion of all contractual obligations.

- iii. UPSC reserves the right of forfeiture of the Performance Security in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of the contract.
- iv. It should be clearly understood that in the event of the work not being completed as per the time schedule laid down by the UPSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of the Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.
- v. In case the contractor fails to submit the Performance Security of the requisite amount within the stipulated period or extended period, letter of intent will automatically stand withdrawn and EMD of the contractor shall be forfeited.

4. ELIGIBILITY CRITERIA

Eligibility conditions given below specify minimum eligibility criteria in various areas to ensure that bidder has necessary experience, expertise, financial and human resources to successfully supply, implement and provide the desired quality of service. **Bidders not meeting these qualification criteria should not participate in the process of bidding, as bids of those not meeting these conditions will be summarily rejected.** Bidder should ensure point by point compliance and attach relevant documents against each of the clauses below:

- i. The bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 and should have been in existence for at least 5 years. In this regard, the bidder must submit a copy of Certificate of Incorporation of the company.
- ii. The bidder must have the experience of conducting Stenography Test on computers for at least 900 or more candidates in both English and Hindi. In this regard, the bidder must furnish at least 2 (two) Work Orders (issued during the preceding 5 years from the date of publishing of tender) and satisfactory completion certificates thereof from Govt. Departments/PSU/Autonomous Bodies/Public Service Commissions.
- iii. The firm must have an annual turnover of Rs. 25 Lakh or above during each of the last 3 years including Financial Year 2020-21. In this regard, the bidder must furnish copies of Audited Balance Sheets of the firm establishing the requisite annual turnover for each of preceding three years including Financial Year year 2020-21.
- iv. The bidder must be an **ISO 9001** or **ISO 27001** certified company for conducting Stenography/Typing test on Computer. The bidder must furnish a copy of the same in its technical bid.

OTHER TERMS & CONDITIONS

5. All software for question paper authoring, computer based examination, biometric candidate handling, etc. must be owned by the agency or should have licensed copy which should be in use at least for the last 3 years with third party security compliance. The agency should be able to make changes in any of the modules of all the software to meet the requirement of UPSC w.r.t Scope of Work (Annexure I).
6. The agency will have to conduct Stenography Test as per the dates finalized by the Commission. The agency will have to ensure that venue hired for the conduct of Stenography Test should be for two days i.e. for the day of arrangement and for the day of conduct of Examination. However, on the arrangement day the agency will have to make arrangement for a slot of three hours between 8:00 A.M. to 6:00 P.M. for conducting Mock Test as per the requirement of the Commission. Two month lead time will be given to the agency for conduct of exam after Commission decides to conduct the test.
7. The agency should be having full rights on the Source Code of the software of Test Engine. They should be capable of changing the software as per the requirement of the Commission. If there is any change in the version of software the same will be intimated to the Commission by the Agency or in case of any change required by the Commission the same should be upgraded/implemented only after approval from the Commission. After approval only the upgraded version is to be used from next test.
8. Instructions to the candidates should be made available to the candidates during the exam at the click of mouse.
9. Agency will be responsible for capturing, successfully, Biometric fingerprints and the photographs of the candidates reporting to the Venue of the Test within the stipulated time allotted for the purpose. The Biometric Information captured will have to be shared with the Commission and also verified by the Agency as per the direction of the Commission, if required.
10. Photo and signature image will be displayed on screen of each candidate at the terminal during the exam period.
11. Question paper with Bilingual display on screen as per requirement of UPSC.
12. Agency will be responsible for collating complete Response Data and the Attendance Data in a secured and encrypted manner in their Data Centre which will be shared with the Commission immediately after conclusion of the Test as per the requirement/Format of the Commission.
13. Agency should furnish mechanism/features in the System being offered (within their quoted rates) for preventing malpractices/cheating during the examination. This may be elaborated in their technical bid.
14. Summary report after conclusion of each exam has to be provided to candidates through e-mail as and when advised by UPSC in the approved format as and when required.

15. The bidder shall submit a certificate stating that all the terms and conditions of the tender are acceptable to them (Annexure-III). The bidder shall also furnish a clause by clause Compliance Report (Annexure-II) with respect to the Scope of Work. In case of deviations, a statement of the deviations and exception to the provision of the technical specifications and commercial conditions shall be given by the bidder. UPSC, however, reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the bid with such deviations.
16. Hypothetical and conditional bids will not be entertained.
17. The Agency will be responsible for arranging the equipment in perfect working condition and will have to post adequate number of trained personnel for the day of Test as mutually agreed upon.
18. All legal disputes arising out of the bids, if any, shall be subject to the jurisdiction of the court of Delhi only.
19. Rates shall be quoted on 'per candidate basis who will be issued admit cards' and shall include all charges related to transportation & installation of the systems/equipments at the Test Centres.
20. The number of candidates for Stenography Test are indicative only and may vary depending on the requirements and the decision of the Commission as described in the opening para of this NIT.
21. Taxes shall be quoted separately along with rates per candidate who will be issued admit cards. Otherwise, the quoted rates would be taken as inclusive of taxes and no subsequent request for addition of taxes would be entertained by this office. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.
22. Income Tax: Recoverable at source from tender bills, as applicable.
23. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder or prescribed herein. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder.
24. In the event of the firm or the concerned division of the firm being taken over/bought by another firm, all the obligations and execution responsibilities under the agreement shall pass on to the new firm.
25. The bidder shall execute the work strictly in accordance with the terms and conditions of NIT including Scope of Work. Director (IS) or any other officer appointed by UPSC would be Nodal Officer on behalf of UPSC for coordination and necessary assistance, if any, required by the bidders.
26. The vendor will have to make arrangements for Stenography test at all the centers as per the minimum number of candidates decided by the Commission.
27. Bid should strictly conform to the scope of work mentioned at Annexure-I. All bidders are required to fill the compliance statement (Annexure-II) without which the quotation is liable to be rejected.

28. **Validity of Contract:** The contract would be valid for **Three Years** from the date of award. However, Secretary, UPSC at his discretion may extend the contract for a further period of up to one year on the same terms, conditions & 3rd year rates.
29. The year-wise rate quoted by the vendor would remain firm during the contract period.
30. **Risk Purchase Clause:** If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document and/or execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the performance security, deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.
31. **Evaluation of Financial Bids**
- i. The financial bid of only those bidders would be opened whose technical bid have been approved by the Competent Authority of UPSC after detailed examination of technical bid strictly as per the scope of work, technical capability of the bidders and submission of documents as prescribed in the NIT.
 - ii. The rates must be quoted on 'per candidate basis who will be issued admit cards' for each of the three years as per the Price Schedule given at Annexure-IV.
 - iii. Rates should be quoted exclusive of taxes. Taxes as applicable shall be quoted separately along with rates.
 - iv. L-1 bidder will be decided on the basis of NPV (Net Present Value) of the rates quoted for all three years (exclusive of taxes). The rate of discounting will be taken as 10% annually. However, the vendor shall conduct all the tests/exams as per the requirements of UPSC and payment to L-1 vendor will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable. The payment shall be made for the number of admit cards issued for the particular test. The details of calculation for deciding L-1 firm are given at Annexure-IV (Price Schedule).
32. Keeping in view that the work involved is confidential and sensitive in nature, the bidders have to enclose the following certificates along with the technical bids:-
- i. It would not divulge any details, whatsoever, pertaining to Stenography Test to anybody without the prior permission of UPSC. The firm would take necessary preventive measures to ensure that nobody shall come to know that the Stenography Test is being conducted by them on behalf of UPSC.
 - ii. The bidder will not sub-contract the operational aspects and will be solely responsible for the safe and smooth conduct of examination. However, if so required, the bidder may have tie-ups with other agencies for arranging necessary infrastructure like obtaining Computer Hardware and other accessories duly informing UPSC at least 4 (four) weeks before the Stenography Test.
 - iii. The agency will have to ensure that the venue hired for the conduct of Stenography Test should be for two days i.e. for the day of arrangement and for the day of conduct of exam and no exam/test (Online/Offline) or other activity of any third party should be scheduled at any venue during both the days.

33. Liquidated Damages/Penalty Clause:

- (i) In case the firm fails to fulfill the obligations as per the terms and conditions of the contract, UPSC may impose penalty to the extent of 100% of the total payment due for that test besides forfeiting Performance Security.
- (ii) In case the vendor is not able to adhere to deadlines as specified for each Stenography Test, a penalty on per day basis for the delayed period shall be imposed @1% of the total payment due for that Test. The maximum penalty will be limited to 20% of the total payment due for that particular Test. If the delay on account of the agency adversely affects conduct of Stenography Test, Clause 33(i) will be invoked.

34. Payment Terms

- (i) Payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable for the number of admit cards issued for that particular test.
- (ii) 75% payment will be released on successful conduct of Stenography test by the firm and handing over of the complete data to the satisfaction of IS Wing of UPSC.
- (iii) 25% payment will be released after analysis of data, rectification of discrepancies, if any, by the firm and release of final results by UPSC.

35. **Force Majeure:** The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to, acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delays in obtaining licenses or rejection of applications under the statutes, power failure, accidents or disruption or operations arising from causes not attributable to any mala fide acts of firm, fire or floods. The agency for which it becomes impossible to meet obligations under this contract value to force majeure conditions is to notify in written to the Commission of the beginning & cessation of the above circumstances immediately but in any case not later than 10 (ten) days from the moment of beginning.

36. **Arbitration:** Any dispute or difference whatsoever arising between UPSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC & the firm. The venue of Arbitration shall be at Delhi.

37. **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto this agreement shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

38. **Termination Clause:** The UPSC reserves the right to discontinue the agreement/ contract with the agency at any point of time during the contract period without assigning any reason after giving one month's notice to the agency. The decision of the Secretary UPSC would be final and binding.

39. The UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary UPSC would be final and binding.
40. The tender notice is also available on UPSC's website: www.upsc.gov.in

(R.K. Dixit)
Under Secretary (G-II)

SCOPE OF WORK

Union Public Service Commission desires to conduct test in stenography on computers (PCs). For this purpose, candidates will be required to transcribe their shorthand notes on computer (PCs). The shorthand test in both English and Hindi would comprise dictation test at the speed of 100 words per minute of ten minutes which the candidate will be required to transcribe in 40/45 minutes. The total number of applicants for the test would be around 900 or more. The test is required to be held at Delhi centre only.

The test in stenography would be divided in the following units:

1. PRE-EXAM ACTIVITIES: The following activities would be carried out by the Commission and only the specimen copy of Admit Card /e-Admit Card and Centre wise / venue wise breakup of Admitted candidates and soft copies of their photographs and signatures would be provided to the agency in the desired format for conduct of the Test:-

- Receiving of Applications
- Scrutiny of Applications
- Allocation of Roll No. and drawing breakup
- Printing and dispatch of Admit Cards and Attendance Lists

2. CONDUCT OF TEST: The following activities would be carried out by the selected Agency who would be responsible for the smooth and uninterrupted conduct of the Test in Stenography using computers:-

- Deciding venues within Delhi depending upon the Breakup
- Creating and Preparing Venues
- Providing complete Infrastructure including hardware and software with printing facility with proper data back-up facilities.
- Bilingual Key Boards (both English and Hindi) to be provided. Layout should be Remington/InScript.
- Provide adequate quality of Headphones, if required, without noise to each candidate for taking dictation test.
- The firm will also arrange for all the hardware required for playing the audio DVD containing dictation .The position of speakers inside a lab should be arranged in such a manner that the dictation should be audible in a uniform way to all the candidates.
- The firm may also arrange for taking printout of the transcription of dictation by the candidates and handover the same to Commission after getting duly signed by the candidates.
- Ensuring foolproof data security, data transfer and physical security inside venues.
- Ensuring adequate UPS facility with automated and failsafe complete backup.
- Providing adequate Technical Invigilators, Supervisors and other staff as per the requirement of the Commission.
- Installing failsafe and secured LAN which should be isolated from any other computers in the vicinity at each venue with adequate backup of LAN equipment and resources.
- Ensuring complete and comprehensive mock drill to be carried out one day before the exam in the presence of Commission's representative(s) and providing successful test certificate to the effect that complete hardware and software including LAN connectivity is working without any tech glitches and bugs and all the backup facilities are in place.

- Ensure accurate Registration of each candidate reported for the test well before start of the Test as decided by the Commission. At the time of Registration, candidate's photographs taken on the webcam to be checked with the photograph of the candidate provided by the Commission on the attendance sheet and his biometric information to be captured and stored for future use by the Commission.
- The terminal No. at which the candidate is to take the Test would be allotted at random at the time of Registration only.
- Ensuring familiarization mock drill to the candidates one hour before the actual test during which adequate technical help would be provided to the candidates wherever necessary and ensuring corrective steps, if required.
- Ensuring proper LOG is maintained for each and every activity in the readable form.
- Ensuring storing and transfer of sensitive data through encrypted mode under adequate password protection. Such data to be handled only by the authorized officer specially authorized by the Commission. Any technical assistance required by the officer(s) so authorized should be provided by the firm.
- Transfer of sensitive data to be carried out strictly under the time schedule to be decided by the Commission.
- Seating Arrangement may be made in such a way that candidate should not have open access to other candidate's screen while transcribing to check possible copying. This aspect should be kept in mind before taking decision on Font Sizes.
- If a candidate completes his transcription before time, he may be allowed to read or make corrections in his transcription on the screen itself before giving printing/submit command. Once the printing command has been given it should be treated as final print.
- Ensuring that each candidate signs the print out of the transcription at the end after the printing command has been given by the candidates.
- Ensuring that the keyboard and other hardware available to the candidate during the test such as ports, hard disk, CD etc. have been disabled except for the hardware required for conduct of the test.
- Ensuring that software not required for the test is disabled/not available on the terminals being used for the test, including in the back-up terminals.
- Ensuring that all the terminals and the Servers including backups would be virus free. Certificate to this effect to be provided before start of the test.
- The Agency would be fully responsible for the Supervision, Invigilation and technical operation of the conduct of the TEST at each location as per guidelines of the Commission. However, the Commission would depute their representatives at each location to oversee and to monitor the smooth and fair conduct of the TEST.

3. **QUESTION BANK AND DISPATCH OF QUESTION PAPERS:** Confidential activities relating to Shorthand Test and dispatch passage for Dictation in Both English and Hindi would be carried out by the Commission. The Agency would be involved only at the appropriate time as detailed below: -

- Responsibility of preparation of passage for dictation would remain with the Commission.
- The Commission would finalize the passage well before the exam and would either,
 - (a) Transfer them in fully secured Electronic Form as per the Format provided by the Agency and agreed to by the Commission/authorized representatives. If transferred in this form, the passage sets would be transferred to DVD in encrypted and password protected form, which will be carried by the representatives of the Commission at each Centre. The

password to read the DVD would be sent through VPN secured network by the Commission Control Room to the authorized supervisor only 30 minutes before the Test. In case of any problem/failure to read the DVD, as a backup mechanism, the transfer would take place through encrypted means under password through VPN secured Network. The Commission may also send the password through its authorized officer(s) to the venue(s) 30 minutes before the test to be communicated directly to the venue authorized supervisor.

Or,

(b) The Commission would appoint authorized official(s) at the venue(s) to read out the passage(s) that would then be transcribed by the Candidates on their computer terminals. If this method is followed, suitable public address system facilities are to be provided at the venue(s) by the Agency.

- The Agency would be responsible for providing required software and methodology for dictation and transcription. This software will have to be installed by the Agency in the secured computer system/server which will be kept secured in the Commissions office. Due training, if required, will also have to be provided by the Agency along with dummy drill for handling the dictation and transcription. This would be completed well before setting up the passage by the Commission.
- The transfer of password would be carried out through the Commission to all the authorized supervisors of the Agency at all the locations only 30 minutes before start of the test who would then make arrangements for the candidates to take dictation at the present candidates terminals.

POST TEST PROCESSING:

- Immediately after test is concluded, the Agency would make arrangements to transfer the complete data along with proper “LOG FILES” (in the readable format) to the control Server in the encrypted form under secured passwords including audit trails of all activities of candidates after conclusion of the test.
- The Agency would then prepare Reports as desired and mutually decided by the Commission. Based on the logic to be provided by the Commission, the Agency would arrange for computerized processing of the transcribed passages to generate scores in each case. The logic of the programme used to generate the score would be certified by the Agency and be subject to checking and validation by the Commission.
- Reports, as decided and mutually agreed upon, will be generated in respect of post-exam processing also. For all reports generated, a soft copy will also be made available.
- The complete Data as mentioned above along with reports would be transferred to the Commission by the Agency under the same secured mode on the same day.
- The Agency will also transfer the final print-outs of the transcription made by each candidate, Registration details including List of present case to the Commission on the same day after the Test. Print-outs of the transcripts will be handed over before the data is shifted at the venue(s) itself.
- The Agency will have to resolve any discrepancy noticed by the Commission while processing of the result on immediate basis.
- A binding confidentiality and secrecy agreement in respect of non-disclosure of data to non-authorized person will have to be agreed to by the Agency.

Compliance Report w.r.t. Scope of Work

We (Name of Firm) _____ hereby furnish the technical compliance report as per NIT as under.

S. No.	Particulars	Compliance Report (State Yes or No)	Page No.
1.	We confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work (Annexure-I) and other terms and conditions of NIT.		
2.	The number of candidates for which Stenography Test was conducted in Both English and Hindi in one shot is indicated.		
3.	We confirm that the firm can conduct Stenography Test in Both English and Hindi as per Scope of Work (Annexure-I) in Delhi.		
4.	The agency undertakes to be responsible for complete security of processes, infrastructure, VPN connections, etc as per the plan drawn in consultation with the Commission.		
5.	Details of web-cams to be installed at each lab for continuous monitoring of candidates activities from Control Room at UPSC are furnished.		
6.	Details of Registration counters including facilities for photo capture and Bio-Metric information to be capture of each candidate. Also indicate number of candidates per counter.		
7.	Detailed methodology for Data storage and transfer of data through VPN under secured environment are indicated.		
8.	The Agency will provide all the facilities as per guidelines laid down by the Commission for PH candidates including providing facility for familiarization one day before the Stenography Test at the PH allotted venue.		
9.	The Agency will provide all data of the candidates including audit trail of all activities of candidates to the Commission after conclusion of exam.		
10.	The Agency will make arrangement at UPSC control room for monitoring & supervising exam activities of all the venues on centralize monitoring console.		
11.	We confirm that the venues will be booked for two days i.e. for day of arrangement and day of conduct of Test and no test (Online / Offline) or other activity of any third party will be scheduled on both the days as per date of the Test.		
12.	We confirm that the software is capable for generating bilingual question packs.		
13.	We confirm that the firm is ISO 9001/ISO 27001 certified for conducting Stenography Test on Computer.		

The following are the deviations in activities/scope w.r.t. tender document conditions:-

Dated:

Signature:

Name of Firm:

Company Seal:

NOTICE INVITING TENDER FOR CONDUCT OF STENOGRAPHY TEST

We _____
_____ (Name & Address of the Firm) have in response to your NIT
Dt. _____ submitted a Technical & financial bid for conduct of an online recruitment tests to
be conducted by UPSC. As required under NIT, we hereby certify as under: -

1. That all the terms and conditions of the tender are acceptable to us.
2. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
3. That I/We have not been blacklisted by any Government organization.
4. That we fully understand the Scope of Work specified in the NIT and on bid is strictly in accordance with the Scope of Work.
5. That we agree to conduct Stenography and Typing test for “SO/Steno (GD-B/GD-I) LDC Examination” as per the requirements of UPSC.

(Authorized Signatory)
Name & Address of the Firm/Bidder

PRICE SCHEDULE

S. No.	Item Description	Rate per candidate for 1 st Year (Y ₁)	Rate per candidate for 2 nd Year (Y ₂)	Rate per candidate for 3 rd Year (Y ₃)	Effective rate of taxes in % as applicable on date of tender	NPV (Without taxes)
1.	Conduct of Stenography Test for 900 candidates (approx)					

1. The first year will start from the date of award of the contract.
2. Rates shall be quoted on “per candidate basis who will be issued e-Admit cards” and shall include all charges related to transportation & installation of the system at all the Centers indicated in the NIT.
3. Taxes shall be quoted separately along with the rates.
4. NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given below:-

$$NPV = \{Y_1 + Y_2/(1 + 0.1) + Y_3/(1 + 0.1)^2\}$$

[NPV = Net Present Value; Y₁ = Rate quoted for 1st year; Y₂ = Rate quoted for 2nd year & Y₃ = Rate quoted for 3rd year]

Examples of NPV:

- (i) If Y₁ = 150, Y₂ = 200 and Y₃ = 240, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 150 + (200/1.1) + (240/1.21) \\ &= 150 + 181.82 + 198.35 \\ &= 530.17 \end{aligned}$$

Thus, the NPV is Rs. 530.17

- (ii) If Y₁ = 300, Y₂ = 250 and Y₃ = 200, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 300 + (250/1.1) + (200/1.21) \\ &= 300 + 227.27 + 165.29 \\ &= 692.56 \end{aligned}$$

Thus, the NPV is Rs. 692.56

5. The selection of L-1 vendor will be on the basis of NPV (exclusive of taxes). Payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable for the number of admit cards issued for that particular test.
6. In case any test is conducted in more than one session, payment will be made on the basis of admit cards issued to the candidates multiplied by the number of sessions.

CHECKLIST

S. No.	Particulars	Whether enclosed/not	Page No.
1.	Whether Earnest Money Deposit (EMD) amounting to Rs. 43,000/- enclosed	Yes/No	
2.	Whether copies of PAN card & GST Registration certificate enclosed.	Yes/No	
3.	Whether copies of I.T. returns of the firm for the years 2018-19, 2019-20 and 2020-21 enclosed.	Yes/No	
4.	Whether copies of Audited Balance Sheets for the years 2018-19, 2019-20 and 2020-21 enclosed.	Yes/No	
5.	Whether Certificate of Incorporation of the company enclosed.	Yes/No	
6.	Whether copies of work orders and completion certificates thereof of Stenography Tests conducted by the bidder during the last three years enclosed.	Yes/No	
7.	Whether ISO 9001 or ISO 27001 enclosed.	Yes/No	
8.	Whether Compliance Report (as at Annexure-II) w.r.t. Scope of Work enclosed.	Yes/No	
9.	Whether Certificate (as at Annexure-III) duly signed by the authorized signatory enclosed .	Yes/No	
10.	Whether Certificates as prescribed under Clause 32 of the NIT enclosed.	Yes/No	

Authorized Signatory

Name & Address of the Firm with Tel.No./Mobile No./ Fax No.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.